

EMERGENCY MEDICAL SERVICES AUTHORITY

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EMS System Evaluation and Improvement

Table of Contents



EMSA #160 Series
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***EMS System
Evaluation and Improvement***
Table of Contents

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EMS System Evaluation and Improvement

Table of Contents

Following is the proposed minimum documentation list required for a complete and comprehensive EMS Evaluation and Improvement System. The documents in **“bold”** type have been completed. The remaining documents (printed in *Gray Italic Type*), are listed here simply as place-holders until those documents can be developed.

SECTION

160 State EMS Data Collection, Evaluation and Quality Improvement System Overview

161 State EMS Authority Assessment Guidelines

162 Local EMS Agencies Assessment Guidelines (Developed but not yet tested or validated)

163 State EMS Performance Indicators. . . .

System Performance

Training Programs Data Indicators

Dispatch Data Indicators

First Response Data Indicators

Ambulance Transport Provider Data Indicators

Special Response Services Data Indicators

Base Hospital Data Indicators

Receiving Hospitals Data Indicators

Specialty Care Services Data Indicators

Disaster/Multi-Casualty Incidents Data Indicators

System Performance Evaluation Process

Quality of Care

Treatment Protocols Compliance Indicators

Skill Success Rates Indicators

Quality of Care Evaluation Process

Treatment Protocols Evaluation Process

Customer Satisfaction

Customer Satisfaction Indicators

Customer Satisfaction Evaluation Process

1 **Cost of Services**
2 *Cost of Service Indicators*
3 *Cost of Services Evaluation Process*
4 **164 State EMS Data Set**
5
6 *165 State EMS Data Collection and Reporting Process Guidelines*
7
8 **166 State EMS System Quality Improvement Program Model Guidelines.**
9 **.**
10
11 *167 State EMS System Evaluation Training Guidelines*
12
13 *168 EMS Research Guidelines*